Document	Source	Date	Count	Title	Class	Refs	Inventor
US 5471382 A	USPAT	19951128	108	Medical network management system and process	600/300	128/920; 705/2	Tallman; Joseph P. et al.
US 5544322 A	USPAT	19961210	19	Apparatus and method for interactive communication for tracking and viewing data	707/104.1		Kalthey; Ronald D. et al.
US 5675637 A	USPAT	19971007	25	Method for automatically obtaining and presenting data from multiple data sources	379/142.17	379/14,19; 379/1	Szlam; Aleksander et al.
US 5764623 A	USPAT	19980609	104	Medical network management system and process	705/2	705/3	Tallman; Joseph P. et al.
US 5864632 A	USPAT	19990126	20	System for coordinating communications via customer contact channel changing system using call centre for setting up the call between customer and an available help agent	709/204	370/356; 379/209	Bateman; Thomas Howard et al.
US 5901214 A	USPAT	19990504	11	One number intelligent call processing system	379/211.02	379/207.12; 379/2	Shaffer; James D. et al.
US 5907831 A	USPAT	19990525	28	Computer apparatus and methods supporting different categories of users	705/14	434/322; 434/350	Lotvin; Mikhail et al.
US 5954798 A	USPAT	19990921	35	Mechanism for dependably managing web synchronization and tracking operations among multiple browser	709/224	709/223; 709/227	Shelton; James A. et al.
US 6064969 A	USPAT	20000516	56	Computer assisted and/or implemented process and architecture for customer account creation, maintenance and administration for an investment and/or retirement program	705/36	705/35; 705/37; 7	Edelman; Fredric M.
US 6058061 A	USPAT	20000601	41	Computer system for interactive help using human-understandable knowledge and computer-understandable knowledge	705/1	705/11; 705/45; 7	Gotoh; Kazuyuki et al.
US 6236977 B1	USPAT	20010522	33	Computer implemented marketing system	705/10	705/14; 705/26; 7	Verba; Stephen M. et al.
US 6272467 B1	USPAT	20010807	20	System for data collection and matching compatible profiles	705/1	705/26; 705/5	Durand; Pierre E. et al.
US 6298375 B1	USPAT	20011016	19	Web browser remote computer management system	709/223	709/202	Meyer; Barry D. et al.
US 6457070 B1	USPAT	20020924	104	Method and system for referral management	705/5	705/5; 705/73	Tenney; David R.
US 20020033233 A1	US-PGPU	20020328	20	System and method for matching professional service providers with consumers	705/5		Bhatow; Dmitry et al.
US 6307757 A	USPAT	19910122	11	Method and apparatus for providing 800 number service in a telephone environment	379/93.14	379/113.01; 379/1	Jafakesani; Charles H.
US 5181238 A	USPAT	19930119	13	Call tagging user information in a telephone environment	379/93.25	379/218.01; 379/2	Jafakesani; Charles H.
US 5247568 A	USPAT	19930921	12	Telephone communication system	379/88	379/112.01; 379/1	Cave; Ellis K.
US 5301314 A	USPAT	19940405	13	Computer-aided customer support system with bubble-up	707/101	715/533	Gifford; Rick L. et al.
US 5335268 A	USPAT	19940801	42	Integrated application controlled call processing and messaging system	379/88.17	379/214.01; 379/2	Chanciski; Arnold et al.
US 5335345 A	USPAT	19940801	18	Knowledge base management system for an information restoring system	705/50	707/200	Shibso; Kouichi et al.
US 5402474 A	USPAT	19950328	17	System, data processing method and program to provide a programmable interface between a workstation and an archive server	379/93.12	379/207.14; 379/2	Miller; Steven K. et al.
US 5544423 A	USPAT	19950022	10	to automatically store telephone transaction information intelligent search engine for associated on-line documentation having questionless case-based knowledge base	705/54	379/266.07; 379/2	Nguyen; Trung D.
US 5479487 A	USPAT	19951226	11	Calling center employing unified control system	379/88.22	705/9; 706/925	Hammond; Daniel D.
US 5541967 A	USPAT	19960102	12	Arrangement for automating call-center agent-schedule-notification and schedule-adherence functions	705/11		Brody; Bill E. et al.
US 5492291 A	USPAT	19960312	10	Case-based reasoning functions	379/265.06	345/700; 379/265	Kesley; Gerry D.
US 5581684 A	USPAT	19961203	23	Help desk improvement	705/45	379/11; 705/47; 7	Allen; Bradley P. et al.
US 5625682 A	USPAT	19970429	7	System and method for simulating operation of an automatic call distributor	379/207.16	379/142.01; 379/2	Gray; Thomas A. et al.
US 5652791 A	USPAT	19970729	10	Apparatus and methods for retrieving information	379/265.03	379/10.01; 379/9	Sundermann; Kurt E. et al.
US 5653114 A	USPAT	19970805	9	Acquisition of database search engine into help database	705/71	712/220	Kirk; Thomas et al.
US 5701396 A	USPAT	19971223	5	Customer contact management system	379/11	709/45; 709/54; 7	Lee; O. Daniel et al.
US 5737726 A	USPAT	19980407	32		705/7	709/1; 707/104.1	Cameron; Paul Scott et al.
US 5761673 A	USPAT	19980602	9	Method and apparatus for generating dynamic web pages by invoking a predefined procedural package stored in a database	719/311	707/10; 707/104.1	Bookman; Matthew et al.
US 5778367 A	USPAT	19980707	33	Automated on-line information service and directory, particularly for the world wide web	707/10	709/203; 709/204	Wasinger; Jr.; Ralph E. et al.
US 5867170 A	USPAT	19980323	10	System for classifying and sending selective requests to different participants of a collaborative application thereby allowing concurrent execution of collaborative and non-collaborative applications transnet-based system with methods for co-active delivery of information to multiple users	709/204	709/205; 719/316	Ansbury; Catherine Matts et al.
US 5582309 A	USPAT	19990406	73	Knowledge-based moderator for electronic mail help lists	709/201	709/200; 709/203	Grasso; Charles A. et al.
US 5906679 A	USPAT	19990601	15	Knowledge management system and method	707/4	707/104.1	Hall; Robert J.
US 5924070 A	USPAT	19990713	12	Sales and marketing support system using a customer information database	705/10	379/11; 707/1	Havens; Charnell T.
US 5930764 A	USPAT	19990727	101	Call management system with call control from user workstation computers	705/10	705/5	Melchione; Anthony R. et al.
US 5940834 A	USPAT	19990831	37	Automatic web page generator	379/265.06	379/266; 379/67.1	Rogers; Paul C. et al.
US 6012050 A	USPAT	20000104	11	Multi-transaction service system	705/42	705/17; 705/26; 7	Eaton; Morag M. et al.
US 6014647 A	USPAT	20000111	61	Customer interaction tracking	705/39	705/1; 705/73; 705	Nizzari; Marcia M. et al.
US 6014669 A	USPAT	20000111	22	Using a database for managing solutions to problems	707/2	705/1; 707/10; 707	Precz; Jeffrey L.
US 6061681 A	USPAT	20000509	14	On-line dating service for locating and matching people based on user	705/75	379/88.13; 707/1	Collins; Greg E.
US 6067525 A	USPAT	20000523	52	Integrated computerized sales force automation system	705/10		Johnson; Jerome Dale et al.
US 6070143 A	USPAT	20000530	21	System and method for analyzing work requirements and linking human resource products to jobs	705/8	705/8	Barney; Matthew F. et al.
US 6078891 A	USPAT	20000620	6	Organization chart based call information routing	379/199	379/120; 379/157	Prevard; Deborah L. et al.
US 6091811 A	USPAT	20000718	12	Call center system and development tool	345/854	345/853; 379/267	Thorne; Glenn A.
US 6115709 A	USPAT	20000905	52	Method and system for constructing a knowledge profile of a user having unrestricted and restricted access content of the portion	707/6	707/100	
US 6185528 B1	USPAT	20010102	18	Method and apparatus for making time-critical decisions of content of the portions	345/581	705/7; 707/10; 70	Gilmour; David L. et al.
US 6237576 B1	USPAT	20010514	26	Personal business service system and method	705/7	345/473; 345/474;	Ratfiei; Keith et al.
US 6470338 B1	USPAT	20021022	52	Computerized system and method for assisting potential clients to identify and appropriate provider for professional service	707/6	705/10; 705/21	Stevens; Glen
US 20010032081 A1	US-PGPU	20011018	18	Method and apparatus for providing intranet/web based programs	705/1	707/10	Rizzo; David et al.
US 20020032662 A1	US-PGPU	20020221	36	Method and system for remotely managing business and employee administration function	705/7		Schutz; Michael A. et al.
US 20020011858 A1	US-PGPU	20020815	ERR	Methods, apparatus and articles-of-manufacture for secondary referral tracking on a public-access computer network	705/14		Cooperstone; Elliot et al.
US 20020111856 A1	US-PGPU	20020815	ERR	System and method for supporting legally-compliant automated regulated services and/or products in connection with multi-jurisdictional transactions			Messer; Stephen D. et al.
US 20020120477 A1	US-PGPU	20020829	17	Method and apparatus for managing workplace services and products	705/4	705/29	Jinnett; Robert Jefferson
US 20020128851 A1	US-PGPU	20020912	17	Method and management of professional services	705/8		McSherry; James
US 20020049168 A1	US-PGPU	20020308	11	Website and system for delivering human resources information and	705/26		Fraser; Richard et al.
US 20030055681 A1	US-PGPU	20030320	10	services	705/7		Cooper; David et al.
US 20020029679 A1	US-PGPU	20031225	71	Online dispute resolution for e-commerce disputes	705/1		Gaives; Fred A. et al.
US 20040011579 A1	US-PGPU	20040129	ERR	Professional referral network	707/1		Herz; Frederick S. M. et al.

BRS	S1	86	mcsherry.in. SCANNED	US-PGPUB; USPAT	10/28/2004 8:01
BRS	S2	1176	help adj desk	US-PGPUB; USPAT	10/26/2004 11:32
BRS	S5	971	knowledge adj management	US-PGPUB; USPAT	10/26/2004 11:33
BRS	S7	3786	call adj center	US-PGPUB; USPAT	10/26/2004 11:33
BRS	S9	1	(hr (human adj resource)) adj (online internet)	US-PGPUB; USPAT	10/26/2004 11:36
BRS	S10	17	(law legal) adj (online internet)	US-PGPUB; USPAT	10/26/2004 11:38
BRS	S11	62	pre adj paid adj services	US-PGPUB; USPAT	10/26/2004 11:38
BRS	S4	152	S2 and @py<="2000"	US-PGPUB; USPAT	10/26/2004 13:30
BRS	S12	971	knowledge adj management	US-PGPUB; USPAT	10/26/2004 13:25
BRS	S13	71	S12 and @py<="2000"	US-PGPUB; USPAT	10/26/2004 13:25
BRS	S14	3786	call adj center	US-PGPUB; USPAT	10/26/2004 13:30
BRS	S15	493	S14 and @py<="2000"	US-PGPUB; USPAT	10/26/2004 13:30
BRS	S16	0	S13 and S15	US-PGPUB; USPAT	10/26/2004 13:53
BRS	S17	166	professional same service same provider same network	US-PGPUB; USPAT	10/26/2004 13:53
BRS	S18	8	("5664115" | "5878416" | "5940812" | "5974406" | "6061681" | "6216132" | "6272467" | "6311178").PN.	US-PGPUB; USPAT; USOCR	10/26/2004 13:57
BRS	S19	4151	business same service same provider same (marketplace network internet)	US-PGPUB; USPAT	10/26/2004 14:10
BRS	S20	220	S19 and @py<"2000"	US-PGPUB; USPAT	10/26/2004 14:10
BRS	S21	6	("5230052" | "5245615" | "5390324" | "5444850" | "5455933" | "5596711").PN.	US-PGPUB; USPAT; USOCR	10/26/2004 14:16
BRS	S22	3	help adj ticket	US-PGPUB; USPAT; USOCR	10/26/2004 14:16
BRS	S23	9	("5742762" | "5908469" | "5968116" | "5996010" | "5999179" | "6006333" | "6044465" | "6088515" | "6145001").PN.	US-PGPUB; USPAT; USOCR	10/26/2004 14:18
BRS	S24	8	remedy.as.	US-PGPUB; USPAT; USOCR	10/26/2004 14:19
BRS	S25	0	ehelpdesk	US-PGPUB; USPAT; USOCR	10/26/2004 14:19
BRS	S26	0	e adj help adj desk	US-PGPUB; USPAT; USOCR	10/26/2004 14:20
BRS	S27	0	e adj Human adj Resources	US-PGPUB; USPAT; USOCR	10/26/2004 14:21
BRS	S28	0	administaff.as.	US-PGPUB; USPAT; USOCR	10/26/2004 14:21
BRS	S29	4	human adj resources adj outsourc$6	US-PGPUB; USPAT; USOCR	10/26/2004 14:22
BRS	S30	1	("58983369" "5806043").pn.	US-PGPUB; USPAT	10/26/2004 14:53
BRS	S31	2	("5983369" "5806043").pn.	US-PGPUB; USPAT	10/26/2004 15:05
BRS	S32	899	decision adj support adj system	US-PGPUB; USPAT	10/26/2004 15:05
BRS	S33	251	S32 and @py<="2000"	US-PGPUB; USPAT	10/26/2004 15:05
BRS	S34	3786	call adj center	US-PGPUB; USPAT	10/26/2004 15:18
BRS	S35	493	S34 and @py<="2000"	US-PGPUB; USPAT	10/26/2004 15:18
BRS	S36	6	("5455903" | "5463682" | "5621789" | "5754636" | "5898772" | "5923737").PN.	US-PGPUB; USPAT; USOCR	10/26/2004 16:08
BRS	S37	958	customer adj relationship adj manage$6	US-PGPUB; USPAT; USOCR	10/26/2004 16:08
BRS	S38	3	S37 and @py<="2000"	US-PGPUB; USPAT; USOCR	10/26/2004 16:09
BRS	S39	246	S37 and @py<="2002"	US-PGPUB; USPAT; USOCR	10/26/2004 16:09
BRS	S40	25	S37 and @py<="2001"	US-PGPUB; USPAT; USOCR	10/26/2004 16:10
BRS	S41	46	siebel.as.	US-PGPUB; USPAT; USOCR	10/26/2004 16:10
BRS	S42	145	sales adj force adj automation	US-PGPUB; USPAT	10/28/2004 8:01
BRS	S43	18	("4359631" | "4553206" | "4670798" | "4706212" | "4775935" | "4863384" | "4899292" | "4899299" | "4905094" | "4992939" | "4992940" | "5053956" | "5056029" | "5072536" | "5099422" | "5117354" | "5212634" | "5241464").PN.	US-PGPUB; USPAT; USOCR	10/28/2004 8:07
BRS	S44	32	referral adj network	US-PGPUB; USPAT; USOCR	10/28/2004 8:07
BRS	S45	0	("2002/0111856").URPN.	USPAT	10/28/2004 8:17
BRS	S46	3	("5832497" | "5963951" | "6108493").PN.	US-PGPUB; USPAT; USOCR	10/28/2004 8:17
BRS	S47	1	("6457005").URPN.	USPAT	10/28/2004 8:17
BRS	S48	4	("5214745" | "5515477" | "5930764" | "5970064").PN.	US-PGPUB; USPAT; USOCR	10/28/2004 8:18
BRS	S49	14	("6236977").URPN.	USPAT	10/28/2004 8:18
BRS	S50	34	#################################	US-PGPUB; USPAT; USOCR	10/28/2004 8:19

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File 148:Gale Group Trade & Industry DB 1976-2004/Oct 15
        (c)2004 The Gale Group
File  16:Gale Group PROMT(R) 1990-2004/Oct 27
        (c) 2004 The Gale Group
File 636:Gale Group Newsletter DB(TM) 1987-2004/Oct 27
        (c) 2004 The Gale Group
?
S8      74918   CALL(W)CENTER
S11     36919   KNOWLEDG? (W) MANAG?
S12     44409   HELP (W) DESK
S13       182   S10 AND S11 AND S12


Set     Items   Description
S1      1914    HELPLINE
S2      1808    RD (unique items)
S3      1162    S2 NOT PY=>2001
S4     71980    3 AND DATABASE
S5       142    S3 AND DATABASE
S6         9    S5 AND (HELP(W)DESK OR CALL(W)CENTER)


File  13:BAMP 2004/Oct W3
        (c) 2004  The Gale Group
File  15:ABI/Inform(R) 1971-2004/Oct 27
        (c) 2004 ProQuest Info&Learning
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        (c) 2004 Int.Fdn.of Empl.Ben.Plans
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